

Repairs and Maintenance

As part of your tenancy agreement, Tamar is responsible for keeping your home in good repair and carrying out repairs which are our responsibility. Arrangements for Shared Owners are different and there is a separate leaflet for Shared Owner repairs.

You can report repairs to the **Tamar Repair Service** by

Phone **01752 222333**

E-mail **repairs@tamarhs.org**

Via the website **www.tamarhs.org**

You will need to tell the Repairs Service your name, address, your contact phone number and what the problem is.

Appointments

When you call the Repairs Service you will be able to agree an appointment with our contractor. We try to offer appointments that are convenient to you rather than just morning or afternoons. You can ask us to avoid certain times, such as school pick up times or chose a time when you have a day off.

Repair Priorities

Normally Tamar treats all repairs in the same way and you will be able to agree a suitable appointment for the work to be completed. However at weekends and evenings, we operate an emergency service.

Emergency Repairs

Tamar offers an out of hours emergency repairs service. You can use the number above to contact this service. Emergencies include;

- Uncontrolled water leaks
- Gas leaks
- Total electrical failure
- Unsafe sockets or light fittings
- Fire alarms sounding

Failure of heating and hot water is not considered an emergency. The contractor will attend on the next working day.



The Right to Repair

For certain types of repair, where your health and safety or security is at risk, there is a Right to Repair. In these cases, if Tamar fails to complete the repair within a week and you advise us of this, and then Tamar again fails to complete the repair within a further week you may be able to claim compensation.

The amount of compensation payable is £10 plus £10 for every additional days delay up to a maximum of £50. If you think you might qualify, you should contact the office immediately.

Planned Maintenance

We want to keep your homes in good order and there are certain works that have to be carried out regularly, such as external painting. In addition we carry out improvement works such as new windows, heating systems and kitchens.

We will always let you know in advance if we plan to do any improvement work to your property. Where possible we will consult with you over any improvements and how we are going to carry them out. We will also give you as much choice as possible, for example over the colour of front doors.

Maintaining standards

We take the standard of work which is carried out in your home very seriously. We use only fully qualified and experienced contractors who we check periodically.

We also carry out a number of telephone surveys of residents who have had repairs, to see how they feel about the work that was carried out in their homes.

In addition to this, our Maintenance Officer will inspect any repairs which they have any concern about. If you have any worries over the quality of work or the standard of workmanship, please contact us immediately.

What can you expect from our contractors and operatives?

You should expect:

- Your calls to be answered promptly
- The operator to be polite and helpful
- The operative to behave in a professional way
- Your property to be treated with respect
- The operative to explain what is happening and give you any information you need to keep you safe
- That if the operative can't fix the problem on the first visit that they will explain what is happening and when they will be back to finish the work
- The operative to take action to prevent your property from being damaged, for example by putting down dust sheets
- The operative to clear up any mess they have made before they leave, taking any rubbish with them

Tamar Housing

Studio 5-11
Millbay Road
Plymouth
PL1 3LF

Phone 01752 250902

info@tamarhs.org
www.tamarhs.org

Annual Gas Servicing

Where you have gas heating, Tamar is legally obliged to check the boiler at least annually. This is an important check for your own safety, and we ask that you give our contractors access to your property to carry out the check.

